



ILLINOIS

George H. Ryan, Governor

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Stephen B. Schnorf, Director

MEMORANDUM

TO: Telecommunications Coordinators

FROM: Frank Cavallaro, Manager *F.C.*
Bureau of Communication and Computer Services

DATE: November 1, 2002

SUBJECT: State Directory Assistance

The Department of Central Management Services (CMS), Division of Telecommunications is aware that many agencies are not current in making additions/changes/deletions in the departmental and alphabetical directory listings. The changes entered by the Telecommunications Coordinator for each agency update the Management of Network Income Expense Services (MONIES) database. In addition to creating the state telephone directory, this database is used by the State of Illinois operators in providing directory assistance to state employees and the general public. The MONIES database also supports the State of Illinois Telephone Directory search function available on the state's web site home page. While new printed state telephone books will not be published until some time in 2003, it is **imperative** that information remain current so that state operators and the state's web site can correctly direct callers to your agency's staff members.

In the next several months, we know all agencies will have significant changes in directory information. In order for communication between agencies to remain efficient, and for the general public to reach needed state services, directory updates become critical.

If Telecommunications Coordinators would like a print out of their agency's current departmental and alphabetical listings, please contact either Dana Funk, MONIES Administrator at (217) 785-1930 (email: dana_funk@cms.state.il.us) or Nancy Diefenback, Division of Telecommunications Administrative Manager at (217) 782-9509 (email: nancy_diefenback@cms.state.il.us). Directory changes in MONIES will appear in the MONIES system the following day, thus allowing Telecommunications Coordinators to review any revisions they have made. However, such changes will not be immediately evident through a search of directory information on the state's web site. The state web site function and the state operators receive only a weekly download of the MONIES database. The MONIES database is refreshed for those two support groups each Monday morning.